SVMi-4 User Guide

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EU Declaration of Conformity (RTTE)

Samsung Electronics Co., Ltd.

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(factory name, address)

declare under our sole responsibility that the product

Digital Keyphone System "DCS Compact II"

to which this declaration relates is in conformity with

RTTE Directive 1999/5/EC (Annex II)
Low Voltage Directive 73/23/EEC
EMC Directive 89/336/EEC:92/31/EEC

CE

By application of the following standards

EN55022 : 1998 Inc A1: 2000*

EN61000-3-2:1995 Inc. A1/A2:1998

EN61000-3-3:1995, EN61000-4-2:1995 Inc. A1:1998, EN61000-4-3:1996 Inc. A1:1998

EN61000-4-4:1995, EN61000-4-5:1995, EN61000-4-6:1996, EN61000-4-8:1993

EN61000-4-11:1994, AS/NZS3548:1995

EN60950 ; 1992+A1+A2+A3+A4+A11

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How to use this online guide

This User Guide is a reference guide for the mailbox owner on the SVMi-4 system. To navigate in this guide, point the cursor at the topic you want (in **blue** text) and click, or click on one of the following:

Go to the next page.

Go to the previous page.

Go to the home page.

Go to the index.

Return to this "How to use" page.

Go to the search command.

Note: For best results when viewing the SVMi-4 User Guide, increase the magnification level of the page to 200% by using the magnification box at the bottom of the window.

How to print this online guide

This guide was designed for online viewing, but if you prefer to print it do the following:

1. Use File > Page Setup to set general printing options. The available options will vary with different printers and drivers. See your printer documentation for details.
2. Click the Print button , or choose File > Print. Specify the printer, page range, number of copies, and other options, and click OK.

About this Guide

This User Guide describes how to set up your mailbox, and how to use the various mailbox owner features. Please read this guide carefully before you use your mailbox.

Your voice mailbox is capable of storing private messages, offers a number of options for sending or redirecting messages, and provides several ways to notify you of new messages or calls.

This guide can be used by mailbox owners from within the office or from telephones outside the office. The basic operation is the same, but the access method will be different. See the **Quick Reference Flow Chart** for details.

Note that some features and prompts detailed here may not be available to all mailbox owners. See your system administrator if you have questions about feature availability.

Quick Reference Flow Chart

Flow Chart - Page 2

1 and 3 - While Listening to Messages

1	Play Messages	**11**	Previous Message
2	Save Messages	**3**	Discard Messages
4	Reply to Sender	**5**	Call Sender
6	Forward a Copy	**7**	Rewind 5 Secs
8	Pause, Resume	**9**	Forward 5 Secs
99	Change Speed	**✱**	Cancel
0	Play Options	**00**	Msg Information
#	Skip Messages	**##**	Scan Messages

2 - While Recording Messages

1	Review Recording
2	Stop Recording, Append
3	Discard, Re-record
6	SEND, then Copy
7	Rewind 5 Secs
77	Change Volume
8	Pause, Resume
9	Forward 5 Secs
99	Change Speed
✱	Cancel
0	Play Options
#	SEND, NO Copies

MAILBOX MAIN MENU

1	**New Messages**
2	**Record and Send Message**
3	**Saved Messages**
5	**Personal Greetings**
6	**Mailbox Administration**
#	**Personal Services**

6 - Mailbox Admin

1	Message Alert
2	Pager Notification
3	Deleted Messages
4	Undelivered Messages

5 - Personal Greetings

Edit Mailbox Greeting

 # - Personal Admin

1	Change Password
2	Record Name

Accessing Your Mailbox

Outside Callers

- Dial the phone number that will be answered by the SVMi-4. The main greeting will answer.
- At the main greeting, dial # plus your mailbox number (mailbox numbers usually match your extension number).
- Enter your personal mailbox password when prompted (the default password is 0000).

Internal Callers

- Dial the SVMi-4 Access Number (normally 519) or press the key assigned to ring SVMi-4 [VMMSG].
- Enter your personal mailbox password when prompted (the default password is 0000).

At this point, inside and outside callers follow the same instructions. You will hear a message stating the number of messages left in your mailbox. You will then hear the Mailbox Owner Main Menu with the following options:

1 **Listen to New Messages - See Listen to your Messages.**

2 **Record and Send Message - See Sending Messages.**

3 **Review Saved Messages - See Listen to your Messages.**

5 **Personal Greetings - See Personal Greetings.**

6 **Mailbox Administration - See Mailbox Administration.**

**Personal Services - See Personal Services.**

✱ **Disconnect.**

Getting Started

Using your new mailbox is as simple as following a few simple spoken instructions. First-time users should read this User Guide as a tutorial. The first things to do are:

- Access your mailbox - You already know how to do this (see page 3).
- Record a personal greeting - **See Personal Greetings.**
- Set your password - **See Personal Services.**
- Record your name - **See Personal Services.**

When you have completed these steps, your mailbox is set up and ready to use.

Listen To Your Messages

If there are new messages in your mailbox your VMMSG key will be lit.

Call the SVMi-4 by pressing this key, and when prompted enter your password. Select **[1]** to listen to new messages or **[3]** to listen to saved messages.

1 To play / replay the message you just heard.

11 To play the previous message.

2 To save the message you just heard and listen to the next message.

3 To delete the message you just heard and listen to the next message.

4 To reply to the message. This will allow you to leave a message in the mailbox of the sender (if the sender has a mailbox on this system).

5 To return the call directly to the telephone number that left the message.

6 To forward the message and save a copy - **See Message Forwarding**.

7 To rewind the message 5 seconds.

77 To change playback volume of the recording.

8 To pause or resume during message playback.

9 To fast forward the message 5 seconds.

99 To change playback speed of the recording.

0 To play Help options.

00 To hear the time and date, and sender's information, for the message you just heard. Sender information is not available on outside calls.

To move to the next message. Does not save or discard current message.

To scan. Plays first 7 seconds of message then skips to next message. To stop scanning press 1.

✱ To cancel and return to previous menu.

Message Forwarding Options

If option [6] is selected from the message play menu, you will be given the option to Forward this message to another subscriber.

The subscriber can be selected by dialling the mailbox number (nnn) using the directory service (#) or you may also add comments and leave it as a memo to yourself (##).

The SEND and Copy Service (option [6]) allows a user to send copies of a message to multiple recipients easily. A different introduction message may be left for each recipient.

Sending Messages

Press 2 from the Main Menu.

Record your message at the tone. After recording the message, you will hear the Send Menu with the following functions:

1 Select the recipient.

2 Record the message.

3 Follow instructions to review, continue, re-record or accept it or continue sending it to other subscribers using the Send then Copy option.

Personal Greetings

To set a personal mailbox greeting, press [5] from the Main Menu.

Your personal greeting will be played every time someone reaches your mailbox. A typical text for a personal greeting message is:

"Hello, this is ..... sorry I can't take your call right now. Please leave your name and number and I will get back to you as soon as I can."

Follow the instructions to record your greeting message. When you have finished recording your message you will be able to listen to the message you recorded, save the message you recorded and return to the previous menu, record the message again, or exit without saving the message.

Mailbox Administration

The Mailbox Administration menu is used to turn on and off your pager notification, message alert options and other sent message control features.

Message Alert

When this function is activated, the SVMi-4 will call any outside or internal telephone number after each message is left in your voice mailbox. To hear your message at the remote location, pick up the telephone and enter your access code.

- From the mailbox main menu press 6 for mailbox administration.
- Press 1 for message alert.
- Two options are available to you.

  Press 1 to toggle message alert on and off.

  Press 2 to set the destination phone number.

Pager Notification

When this function is activated, the SVMi-4 will call your beeper service and notify you after each message is left in your voice mailbox.

- From the mailbox main menu press 6 for mailbox administration.
- Press 2 for pager notification.
- Only one option is available to you.

  Press 1 to toggle pager notification on and off.

  NOTE: Your pager number must be programmed by the system administrator.

Undelete

When this function is activated, the SVMi-4 will allow you to undelete any messages that you have recently deleted (up to 3 am the following morning).

- From the mailbox main menu press 6 for mailbox administration.
- Press 3 for deleted messages.

  Deleted voice mail messages are temporarily stored in memory until 3 am the following day. Select this option to recover ("undelete") previously deleted messages during this period.

Undelivered Retrieval

When this function is activated, the SVMi-4 will allow you to recall any messages you have sent that have not yet been picked up by the recipient.

- From the mailbox main menu press 6 for mailbox administration.
- Press 4 for undelivered messages.

  This useful feature will allow you to cancel any messages that have not yet been picked up by the recipient.

Personal Services

The Personal Administration menu is used to set your password and record your name.

Setting Your Password

- From the main mailbox menu press #.
- Press 1. The current password will be played and you will have the chance to change it.

Recording Your Name

Use this option to record your name. Your recorded name is played in several different situations. It is important to record your name for proper operation of the SVMi-4 system.

- From the main mailbox menu press #.
- Press 2. The current name will be played and you will have the chance to change it.

Keyset User Features

The following options are available if you have a DCS keyset. They require setup by the system administrator.

Message Waiting Lights

When a new message is left in your mailbox, the voice mail message light on your keyset will flash. Press this flashing key and follow the prompts to retrieve messages.

Answer Machine Emulation

If you have an Answer Machine Emulation key programmed on your keyset, you can use it to monitor calls going to your voice mail, and optionally answer them. The operation of this feature is similar to screening a call on a home answering machine.

Your keyset must be set to forward on no answer to voice mail. After ringing your station the caller will be connected to voice mail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voice mailbox. You can pick up the call at any time or ignore it.

To activate this feature press the **AME** key. It will light and the feature is set. Press again to turn off. If this key is pressed while a station is ringing (during forward no answer), the feature will be turned on for the current call only.

While the caller is leaving a message or ringing you may:

- Press [**#**] to immediately put the caller in your voice mailbox and monitor it.
- Press [**✱**] to immediately disconnect your station. The caller continues to leave a message normally.
- Pick up the handset and monitor privately.
- Press ANS/RLS to answer the call (using the handset or speaker).

NOTE: If you do not want to hear your personal greeting during this process you can select AME BGM in MMC 110. This will play background music at your keyset instead of your personal greeting.

AME Password

If your keyset has AME PASSWORD (MMC 110) set to YES, you must enter your station password to listen to messages being left. This will prevent unauthorised people from listening to messages being left for you.

If the password option is turned on while a message is being left, press the flashing AME light and enter your station password (not your SVMi-4 password). You will then hear the message being left.

Shortcuts

Calling

If calling a station that is busy or does not answer, you can press [**#**] to immediately send the call to the called party's mailbox.

Being Called

If your phone rings and you want to send the caller directly to your mailbox, simply press [**#**].

Direct Messaging

+ DSS - To make it easy to leave messages for others in your office without having to dial their extension number first, you may simply dial # plus a mailbox (extension) number and leave a message directly. If you dial a busy extension, press # to connect directly with the mailbox.

Self Memo

+ # - Pressing ## will leave a message in your own mailbox.

Interactive Displays

Display keyset users have the added advantage of using the soft keys and displays to play, save, delete, reply, call, fwd, rewind, pause, fast forward, change the volume, get message information or help.

Viewing Mailbox Contents

If you have new messages, in addition to the message waiting light you will be able to use the keyset displays and soft keys to communicate with the SVMi-4.

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